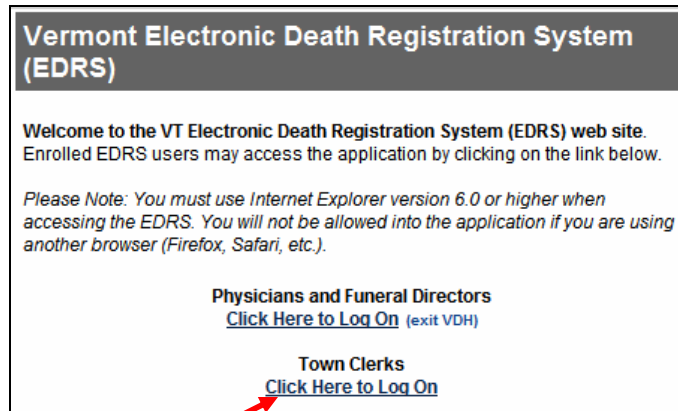


Town Clerk's Quick Guide to Printing File Copies of Death Certificates

1. Select the Log On link for Town Clerks on the Vermont Electronic Death Registration System website (edrs.vermont.gov or <http://www.healthvermont.gov/hc/EDRS/index.aspx>)



2. Enter your username and password when prompted

If you are asked to close the window, select “Yes”. If the screen says “loading”, but does not progress, click on the yellow bar at the top of the screen and then select “Always allow pop-ups from this site”. (If you are not able to log on see troubleshooting access issues in *Appendix A*).

3. Select “Death Certificate”



4. Select the “File Copy” as the type of certificate to be produced.



5. Search for the record.

To search you must enter at least one of the fields that appear in red.

Vital Records Produce Copy of Birth and Death Certificate VERMONT DEPARTMENT OF HEALTH
User: tim.berry Facility: Burlington City Clerk Logout

Search for a Death Record

Return to Start Page

First Name:

*Last Name:

*Date of Death: Search by Range

*Date Registered: Search by Range

*Death Cert. #:

Find New Search Cancel

Selecting the “Search by Range” next to the date fields will allow you to retrieve records for up to four weeks following the date you have entered. Doing regular searches using the range option with the date registered field can be helpful in monitoring whether a death has occurred in your town or to a resident of your town.

Vital Records Produce Copy of Birth and Death Certificate VERMONT DEPARTMENT OF HEALTH
User: tim.berry Facility: Burlington City Clerk Logout

Search for a Death Record

Return to Start Page

First Name:

*Last Name:

*Date of Death:

*Date Registered: Start Date: 3/1/2011 Search by Day
Range: 1 week
1 week
2 weeks
3 weeks
4 weeks

*Death Cert. #:

Find New Search Cancel

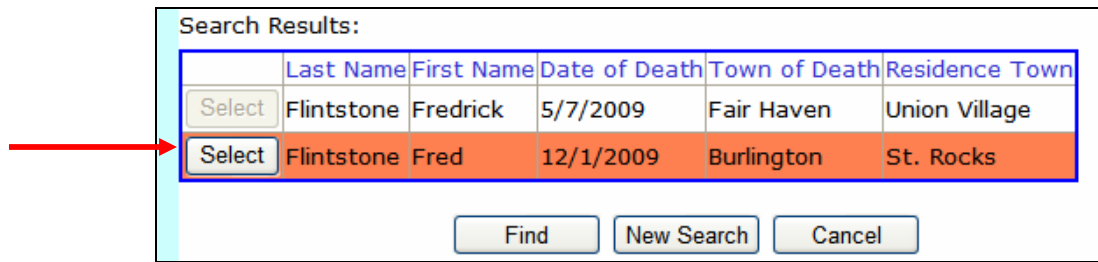
Searches that include the decedent’s name or the certificate number only return records that match what you have entered exactly. So, for example, a search using the last name “Smith” will return all records with the last name “Smith” regardless of year or town of death, but will not return records with the name “Smyth”.

Date searches will return all records matching the date or date range unless a name or certificate number is also included. Including these fields will limit results to the name or number you have entered.

You may include both a date and a name in your search, but you can only include one date category (Date of Death or Date Registered) in a search.

6. Review Search Results

Search results will include records from all towns, but you are only able to open and print a record if either the Town of Death or Town of Residence is associated with your office. These records are highlighted in the search results. Below is an example of search results that might appear for the Burlington City Clerk:



A screenshot of a web application window titled "Search Results:". It contains a table with columns: Last Name, First Name, Date of Death, Town of Death, and Residence Town. There are two rows of data. The first row is for Fredrick Flintstone, born 5/7/2009, in Fair Haven, Union Village. The second row is for Fred Flintstone, born 12/1/2009, in Burlington, St. Rocks. A red arrow points to the "Select" button next to the second row. Below the table are buttons for "Find", "New Search", and "Cancel".

| | Last Name | First Name | Date of Death | Town of Death | Residence Town |
|--------|------------|------------|---------------|---------------|----------------|
| Select | Flintstone | Fredrick | 5/7/2009 | Fair Haven | Union Village |
| Select | Flintstone | Fred | 12/1/2009 | Burlington | St. Rocks |

Find New Search Cancel

Search results can be sorted by any of the columns by clicking on the blue heading for that column. So, for example if you have generated a list of all records registered in the past two weeks you may wish to sort it by town of death and town of residence to find all records for your town.

Select the record that you wish to print by clicking on the “Select” button next to the name. The death certificate should appear on screen as an Adobe PDF document. Print your copies and close the PDF after you have retrieved the copies from the printer.

7. Closing the certificate *should* return you to the search results list

You may **Select** another record to print, click **New Search** to search for another record or by another date, **Return to Start Page** if you want to print a different type of certificate, or **Log Out** if you are finished printing.



A screenshot of the "Vital Records" application. The header includes "Produce Copy of Birth and Death Certificate" and the Vermont Department of Health logo. A "Logout" link is circled in red. On the left, a "Return to Start Page" link is circled in red. The main area is titled "Search for a Death Record" and contains search criteria fields: First Name, Last Name (flintstone), Date of Death, Date Registered, and Death Cert. #. Below these are "Search by Range" links. The "Search Results:" section shows a table with two rows. The second row, for Fred Flintstone, is highlighted in orange. A red arrow points to the "Select" button next to this row. At the bottom are "Find", "New Search" (circled in red), and "Cancel" buttons.

Vital Records Produce Copy of Birth and Death Certificate VERMONT DEPARTMENT OF HEALTH Logout

User: Kimberly Facility: Burlington City Clerk

Return to Start Page

Search for a Death Record

First Name:

*Last Name:

*Date of Death: Search by Range

*Date Registered: Search by Range

*Death Cert. #:

Search Results:

| | Last Name | First Name | Date of Death | Town of Death | Residence Town |
|--------|------------|------------|---------------|---------------|----------------|
| Select | Flintstone | Fredrick | 5/7/2009 | Fair Haven | Union Village |
| Select | Flintstone | Fred | 12/1/2009 | Burlington | St. Rocks |

Find New Search Cancel

NOTE: .If closing the PDF closes the application instead of returning you to the search results, then your Adobe settings need to be adjusted. See *Appendix A*, for directions.

Appendix A: Troubleshooting Access and Printing Issues

Troubleshooting Access Issues

Choice of Browser

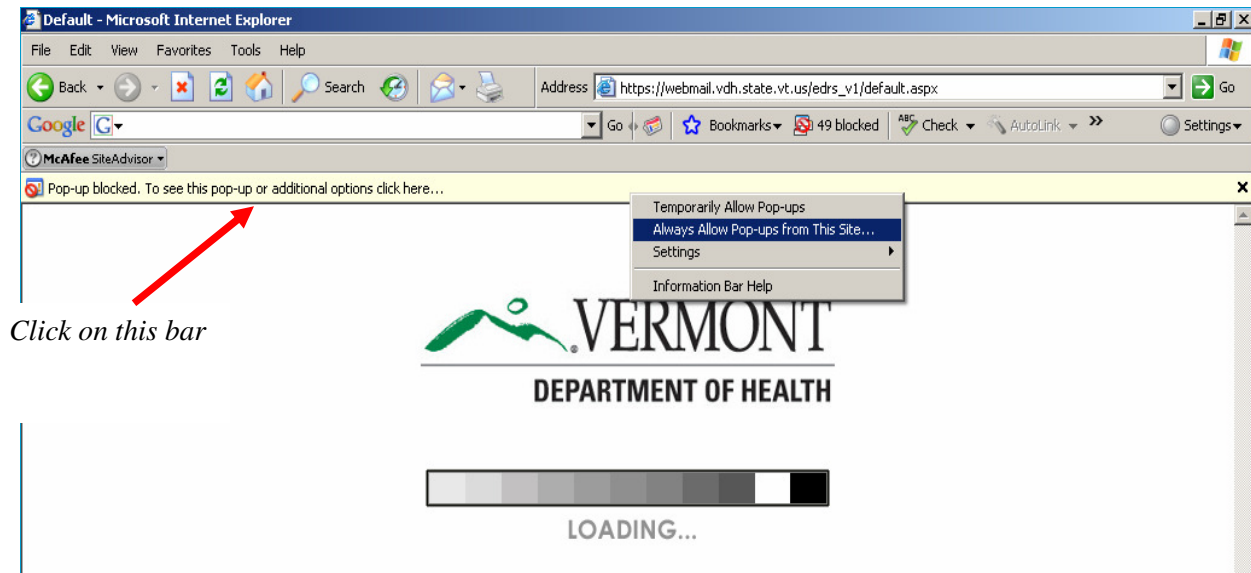
The application for Producing Copies of Certificates on-line is designed to be accessed using **Internet Explorer version 6.0 or higher**. Use of other browsers is not advised and may prevent access.

Allowing Pop-ups

In order to use the **Produce Copies of Certificates** on-line, you must allow **Pop-ups** from the website.

If **Pop-ups** are not set properly you will not be able to log on to the EDRS. The screen shown below will remain **LOADING...** and a message will display in the tan-colored bar near the top of the page that says:
“Pop-up blocked. To see this pop-up or additional options click here...”

To set **Pop-ups**, click on the tan-colored bar and select **Always Allow Pop-ups from this Site**. The screen should then load properly.



Note: If the steps above do not appear to address the log in problem, it is also possible that you have more than one tool bar open in Internet Explorer (in the example above there is a Google tool bar in addition to the IE one). If this is the case the pop-up blocker on each tool bar will need to be turned off or set to allow pop-ups from this site. You do so by right clicking on the pop-up blocker icon on the toolbar and then selecting Always Allow Pop-Ups from this Site.

Troubleshooting Printing Issues

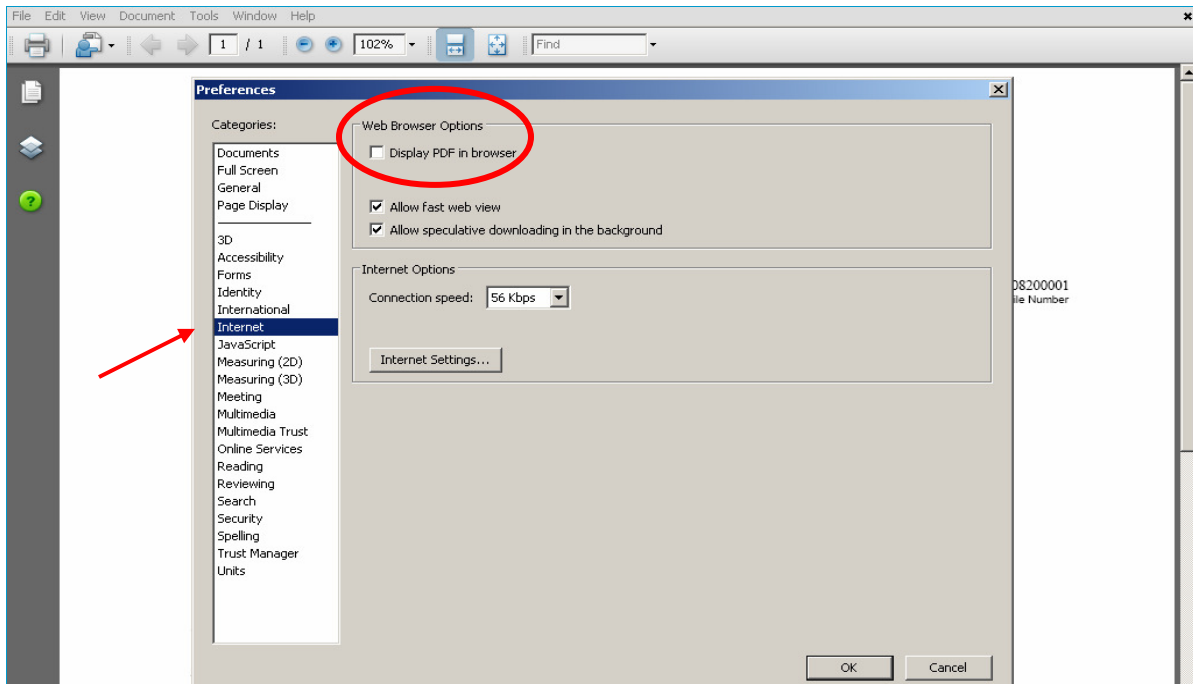
Set Adobe to Open in a Separate Window

In order to properly view and print reports or documents, you must have **Adobe Reader**. You may download **Adobe Reader** for free at <http://get.adobe.com/reader/>

Closing out of a document you have printed (PROD, Info Copy of Certificate) should not result in closing the application. If you experience this issue it means that your Adobe preferences need to be set to open documents in a separate window. These preferences may need to be reset on occasion if updates are made to your computer, but not every time you produce a death certificate. When your preferences are properly set, closing documents should return you to the page within the application where you were working when you generated the document.

To set your Adobe preferences do the following:

1. Open the **Adobe Reader** application.
2. From the **Adobe** menu, go to **Edit**, then **Preferences**. This will bring you to a screen like the one below.
3. On the **Preferences** screen, make sure **Internet** is selected in the **Categories** box on the left side of the screen.
4. Next, under **Web Browser Options**, make sure that **Display PDF in browser** is **not** checked.
5. Your final settings will appear as shown below (click **OK** when finished):



For Additional Help

Making the set up changes discussed above should address most technical issues. If you have tried these steps and are still experiencing problems please contact the EDRS project staff at EDRS@ahs.state.vt.us or (802) 652-2070 with a *detailed* description of the issue you are encountering.